

TECH SAVVY SENIORS

The NSW **Tech Savvy Seniors** program is a key initiative of the NSW Ageing Strategy and the Telstra Digital Literacy Strategy.

Victorian Tech Savvy Seniors is a Seniors Card Age Friendly Partners program with Telstra delivering training through rural and remote libraries across Victoria.

INTRODUCTION TO EMAIL

Part 2

INTERMEDIATE GUIDE

TOPIC	INTRODUCTION TO EMAIL – PART 2
EMAIL FEATURES	<p>Now that you have an email account set up and learned the basics of addressing and typing up emails, it's time to learn some of the tricks and traps of using email.</p> <p>Did you know that you can send a single email to an infinite number of people at once, making it perfect for invitations and groups messages? And that when you send it, you can hide the names of the recipients? Or that you can set up an address book with groups for easy sending of multiple emails?</p> <p>There's a rich world of features in email, and it's worth taking time to get to know them.</p>
WHO IS THIS WORKSHOP FOR?	<p>You may be looking to follow-up what you learned in the <i>Introduction to Email Part 1</i> workshop, or wanting to improve upon your existing understanding of email by exploring additional features. If so, this workshop is for you.</p>
WHAT YOU'LL NEED	<ul style="list-style-type: none"> ▶ An internet-connected laptop or desktop computer; either your own or supplied by the workshop organisers. You may need to share a computer with others in the workshop. ▶ An email account; either the Gmail account set up in the <i>Introduction to Email Part 1</i> workshop, or another existing email account.
WHAT YOU'LL LEARN	<p>In this workshop you'll learn how to add email addresses to your Address Book and how to send group emails, as well as some handy hints and tips to help you manage your email Address Book. You'll also get you first guide to the weird and wonderful world of email etiquette.</p>

TIMETABLE

We've broken this session into five parts, with a break in the middle. The workshop works best as an interactive experience, so feel free to ask questions.



SUBJECT	DURATION
Introduction and review	10 minutes
Creating and managing your address book	45 minutes
Break	15 minutes
Sending emails to multiple people	25 minutes
Using CC and BCC (and what they mean)	15 minutes
Email etiquette	25 minutes
Summary	10 minutes
TOTAL	145 minutes

SUBJECT	INTRODUCTION AND REVIEW
TIME 	10 minutes
RECAP 	<p>In the <i>Introduction to Email Part 1</i> workshop we covered the very basics of getting email up and running. If you've gone through that session, you should now have a Gmail (Google Mail) account and a basic understanding of how to send and receive email.</p> <p>Specifically, we covered how to:</p> <ul style="list-style-type: none">▶ Create an email account with Gmail▶ Read emails that have been sent to you▶ Compose an email, including filling in the recipient's email address, subject line and email contents▶ Reply to somebody else's email▶ Forward an email onto a third party. <p>If there's anything you need to go back over, don't hesitate to ask your workshop leader.</p>

SUBJECT

CREATING AND MANAGING YOUR ADDRESS BOOK

TIME

45 minutes

OVERVIEW



Thankfully you don't have to have to remember the email address of everybody you know.

Instead, you can create an **Address Book** that stores them all for you. Once you've added a person to your Address Book, all you need to do is type their name into the **To** field and Gmail will automatically look up the email address for you.

When you reply to an email you've received, it will also automatically add the **Sender's** name and email address to your **Contacts** list, under a special category called **Other Contacts**. Other Contacts can be promoted to full official contacts very easily.

You can also very easily add the email address of anybody who has sent you an email.

On top of individual contacts, you can also create **Groups**. Groups are useful for batch emails. For example, you could create a group called **Family** that includes all your immediate family members. Then you could send an email to your family group and everybody in the group would receive it.

ADDING A CONTACT FROM AN EMAIL YOU HAVE RECEIVED



First, let's start by sending emails between workshop group members. Tell each other your email address, and then use the knowledge learned from *Introduction to Email Part 1* workshop to send a short email to each other. It doesn't matter what it says.

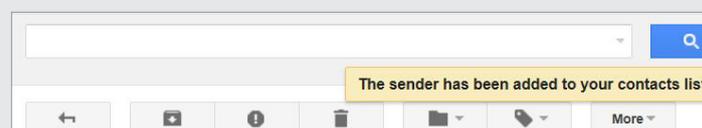
Now you should all have new emails sitting in your Gmail inbox.

Open up one of these new emails.

Next to the **Reply** button (at the top right of the email), there's a small down arrow, which gives you email options. Click on it.

In the drop-down list you'll see an option: **Add [person's name] to Contacts** list, where **[person's name]** is the name of email's sender. (If that person is already on your Contacts list, you won't see the option). Click on it.

You'll get a notice saying that the person has been added to the **Contacts** list.



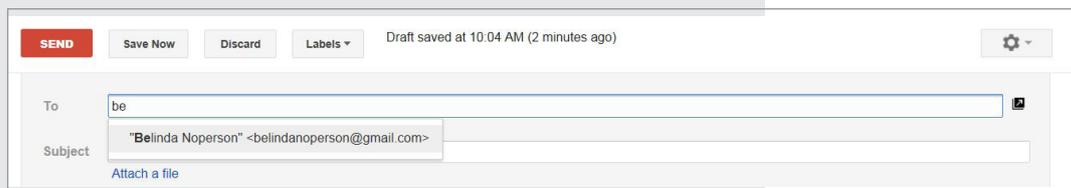
ADDING A CONTACT FROM AN EMAIL YOU HAVE RECEIVED



That's all there is to it. Now let's use that to send an email to the person now on your **Contacts** list. Click on **Compose**.

In the **To** field, start typing the name of the person you want to send the email to.

You can type the person's full name if you want, but Gmail actually gives you a shortcut as well. As soon as you start typing the name, a list of contacts matching the letters you've typed so far will appear just under the **To** field. For example, if you're sending an email to **Belinda**, as soon as you type **Be** in the field, Belinda's full name will appear just below the box. You can click on this name and Gmail will fill in the rest.



MANUALLY ADDING A CONTACT



If you've never received an email from the person you want to add, you can still add a contact manually. You can also use this to add extra details to your contacts, like a photo, birthday, home address and phone number.

First, go to the **Gmail** button on the right. It's just above the **Inbox** button. Left-click on it. You'll see a drop-down list. Select **Contacts** from that list.

This takes you to your **Contacts** page, which has a complete list of all your contacts.

Now click on the **New Contact** button.

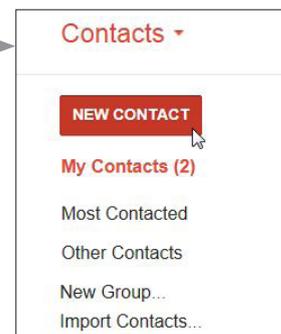
The **New Contact** page will open.

Click on **Add Name**, and type in the person's full name.

Click on the **Email** field and type in the person's email address.

You can leave the rest of the fields blank for now – or you can fill them in if you want. The **URL** field is the person's website. Clicking on **Add a Picture** lets you upload a digital picture of that person if you have one, which will appear next to any new emails you receive from them.

There's no **Save** button in Gmail. It updates as soon as you type something. When you're done, click on **My Contacts** on the left-hand side. You'll see your updated list of **Contacts**.

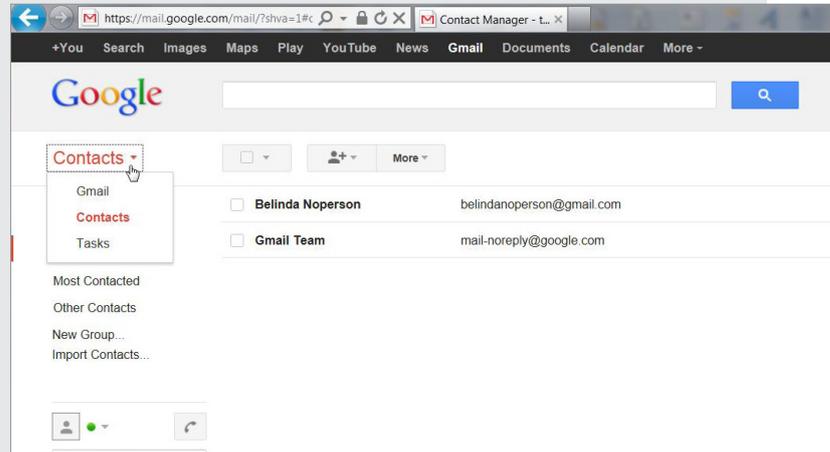


MANUALLY ADDING A CONTACT



Clicking on any name in this list lets you go back to the **Contacts** edit screen. This lets you change or add details to a contact later.

To go back to your **Gmail Inbox**, click on the **Contacts** button, much the same way you clicked on the **Gmail** button to get to Contacts. From the drop-down list click on **Gmail**.



MOVING CONTACTS



We mentioned that when you reply to an email, Gmail automatically adds that person to your Contacts list. It does not add them to your main Contacts list, but a special **Other Contacts** group. You can move people from that group to your main contacts list.

Go to your Contacts page by click on the **Gmail** button and then selecting **Contacts**.

On the left, you'll see a field called **Other Contacts**. Click on it.

All the email senders you've replied to are here, unless they're in your main Contacts list. (If you've never replied to anyone, it will be empty.)

In the list, just to the left of the name of the sender, you'll see a small check box. Click on it, and a tick will appear in the box. You can check multiple boxes if you want (which lets you add several people at once).

At the top of the list a new **Add to My Contacts** button will appear. Click on it.

That person's contact will be moved to your main Contacts list.

CREATING GROUPS

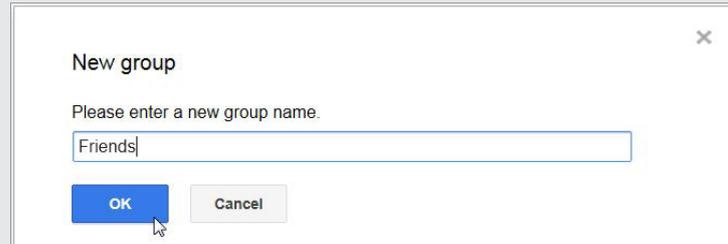


In Gmail you can create **Groups**, which are categories of contacts. A contact can be in multiple groups (or none at all). Having a contact in a Group lets you quickly send an email to all the people in that group.

First go to Contacts (if you're not already there), by clicking on **Gmail** and selecting **Contacts**.

Now, on the left, click on **New Group**.

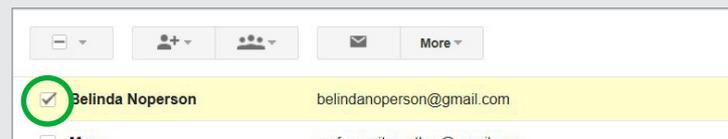
In the box that pops up, give the group a name. It can be anything you want. For this example, you can just use **Friends**.



A new field for the group will appear on the left. Clicking on it will show a list of all the people in that group. For now there won't be any, because we haven't added people to the group yet.

Click on **My Contacts** on the left to go back to your main Contacts page.

Just to the left of each name in the list is a small box. This is actually a check box. When you click on it, a little tick will appear in the box. For every person that you want to add to the Friends group you just created, check the box.



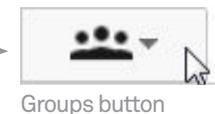
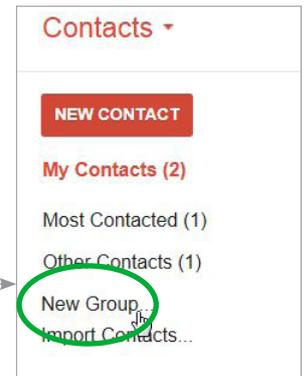
Now click on the **Groups** button.

A drop-down list will appear. This list shows all the groups that the person or people you've selected are members of. If they are a member of a group, there will be a tick next to the group name (they won't be member of the group you created just yet).

Now to add them to the group you just created, click on the check box next to the group name.

Click on **Apply** when you're done adding them to groups.

That's it. They're now member of your Friends group. If you click on the group name on the left now, they will appear in the list of group members. We'll use this in the next section to send a group email.



SUBJECT	SENDING EMAILS TO MULTIPLE PEOPLE
TIME 	25 minutes
OVERVIEW 	<p>There is no limit on the number of people you can send an email to at once. You can send a single email to two, ten or 100 people, if you want. The email system will automatically make a copy for each person you want to send the email to.</p>
SENDING TO MULTIPLE RECIPIENTS 	<p>You can send emails to multiple people by using groups, which we just created, or by simply listing multiple recipients in the To field.</p> <p>This is very simple – all you have to do is separate the names in the To field with a comma.</p> <p>Go to your Inbox and click on Compose.</p> <p>In the To field, where you enter the name of the recipient, type in the name of the first person you want to send the email to. Next, type a comma (,) then the next email address, and so on. You can have as many people as you want.</p> <p>In fact, if you use addresses from your Contacts list, Gmail automatically adds the commas at the end of the email addresses – so you just have to enter the names.</p> <div data-bbox="443 1214 1519 1379" data-label="Image"> <p>The screenshot shows an email composition interface. At the top, there are buttons for 'SEND' (in red), 'Save Now', 'Discard', and 'Labels'. Below these is a 'To' field containing the text: '"Belinda Noperson" <belindanoperson@gmail.com>, "Mum" <myfavouritemother@gmail.com>'. There are links for 'Add Cc' and 'Add Bcc' below the 'To' field. Below the 'To' field is a 'Subject' field with an 'Attach a file' link.</p> </div> <p>Type a subject and contents of the email and send. The email will go to every address in the list.</p>

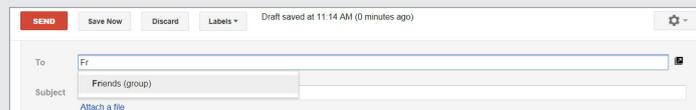
SENDING TO A GROUP



Sending an email to a group is functionally the same as sending it to multiple recipients, except that instead of having to type in the names individually, you just have to type in the name of the group you've created.

Go to your **Inbox** and click on **Compose** to start a new email.

In the **To** field, type in the name of the group you want to send it to. You'll notice that, as it does with individual names, Gmail performs an advance lookup of names that you can click on. For example, if you created a group called **Friends**, as soon as you type **Fr** into the box, an option will appear just below offering **Friends (group)** and clicking on that will fill in the rest of the field for you.



Now you can just fill in the subject and body of the email as normal, and click **send** when you're done. Gmail will automatically send the email to everybody in the group.

REPLYING TO A GROUP EMAIL



When an email is sent to multiple people, everybody can see the names and email addresses of all the other recipients (unless the sender uses the BCC field, which we'll cover shortly).

When you get an email that was sent to multiple people, you may want to reply to it. Sometimes you want to reply just to the sender; sometimes you want your reply to go out to all the other recipients as well. There are options for both.

Clicking on the normal **Reply** button will send your reply to just the sender of the email. Nobody else will get or see your reply.



Reply button

REPLYING TO A GROUP EMAIL



But if you want everybody to whom the original email was sent to get your reply, you can use the **Reply to All** option. Click on the little arrow next to the **Reply** button, and from the drop-down list click on **Reply to All**.

You'll see that a new email is created, populated with all the addresses of the recipients of the original email. One thing you'll notice is that everybody other than original sender has their names in the CC field rather than the **To** field. That's OK – they'll still get the email – and we'll discuss what **CC** means in a moment.

When you're done composing, click on **Send**. Everybody who received the original mail will also receive your reply.



SUBJECT	USING CC AND BCC (AND WHAT THEY MEAN)
TIME 	15 minutes
OVERVIEW 	<p>CC and BCC stand for carbon copy and blind carbon copy respectively. They're used to include people in an email exchange who aren't necessarily the primary recipients.</p> <p>You can enter email addresses into the fields just like you do into the To field. Any email address you enter into those fields will also receive the email, just as if the addresses had been entered into the To field.</p> <p>CC has no real function other than to signify that the recipient is not the primary target of the email. It's most used '<i>for your information</i>' type notices. If for example, you send an email to somebody, but you wanted a third party to know that you sent the email and what its contents were, you could enter their name into the CC field.</p> <p>CC is often used for group replies. For example, somebody sends out a group email inviting you (and others) to a party. You can use the Reply to All function (from earlier in this workshop), if you wanted everyone to know you were coming. The original sender would be in the To field, because they're the primary target of your response. Everybody else would be in the carbon copied (CC) field, because they're not the primary target, but you'd like to let them in on the email conversation nonetheless.</p> <p>BCC has a special function. Normally every recipient of a group email can see who every other recipient is, so you get the full list of everybody the email went out to. But blind carbon copy keeps the names of people hidden from the view of other recipients.</p> <p>For example, say you were writing an email to somebody and you wanted to CC a third party in on the email. Normally, the primary recipient would know that you also CC'd that third party in. But if you put the third party email address in the BCC field (rather than the CC field), the primary recipient would not know that the third party also received a copy of your email.</p>
ADDING A CC OR BCC TO AN EMAIL 	<p>Go to Gmail and click on Compose.</p> <p>Underneath the To field, you'll see Add Cc and Add Bcc options. Click on one or the other (depending on which you want to use).</p> <p>A new field will appear. Enter the email address of the person you want to CC (or BCC) in on the email into this new field. It works just like the To field.</p> <p>Compose your email and send.</p>

SUBJECT	EMAIL ETIQUETTE
TIME 	25 minutes
OVERVIEW 	<p>Now we get to some of the fun stuff: email etiquette!</p> <p>Emails are typically much less formal than writing letters. People don't typically expect formality; it's much more like sending a text message on a mobile phone than writing a letter on paper.</p> <p>Formatting, spelling and grammar are likewise less valued in email (although that may depend on the recipient). Many emails are just tapped off quickly, and most people understand that the formal elements of writing are less important in this context, and won't get upset at misspellings and typos.</p> <p>An email doesn't have to be a full letter. Often they're just one or two sentences. Sometimes there's nothing more to them than a subject line, like Meet me at the station at 10am.</p> <p>Let's look at some of the conventions of email.</p>
GREETINGS AND SIGN-OFFS 	<p>To most experienced email users, it looks strange when an email is addressed with a Dear and signed off with a Sincerely or a Regards.</p> <p>More commonly an email is opened with a simple Hi Joe, Hey Joe or something even less formal and more jokey.</p> <p>Likewise, sign-offs are often just a Cheers, Mary or Thanks! Joe</p> <p>A typical email body might look like this:</p> <p><i>Hey Joe,</i></p> <p><i>Wanna meet me at the station at 10? I'm looking forward to this!</i></p> <p><i>Cheers,</i></p> <p><i>Mary.</i></p>

EMOTICONS



Emoticons are a jokey way of signalling an emotion or facial expression that might not come through in writing. Emails are informal, but the medium of writing doesn't always lend itself to informalities, which can lead to misunderstandings. You might be making a joke, but without the context of your tone and facial expression, it may be misinterpreted by the recipient. That's where emoticons come in.

The trick to most emoticons is looking at them sideways. The most common is the smiley face: :-) or :), used to indicate happiness, laughter or a joke. If you look at it, it looks like a happy face turned on its side.

Literally hundreds of different emoticons are used by people, some of them amazingly complex! You can check out a somewhat larger list at en.wikipedia.org/wiki/List_of_emoticons

COMMON EMOTICONS

;-)	WINKING
:-(OR :-[FROWNING/ SAD
:-O	SURPRISE
:~[ANGER
:-P	TONGUE STICKING OUT (TEASING)
:-/	SCEPTICAL/ UNDECIDED

NOT ALL ARE TURNED ON THEIR SIDE:

QQ	CRYING
O_O	ASTOUNDED
(^_^)	EMBARRASSED
((+_+))	CONFUSED

ABBREVIATIONS



As with emoticons, a whole language of common abbreviations has developed in conjunction with email (these are also used in mobile phone texting, in instant messaging chat and in online forums, too). Because people fire off emails and text quickly, they often use acronyms and abbreviations in their conversations, which can be tricky for a newbie to understand. Some common ones include:

LOL	LAUGH OUT LOUD	FWIW	FOR WHAT IT'S WORTH
ROFL	ROLLING ON THE FLOOR LAUGHING	TL,DR	TOO LONG, DIDN'T READ
BTW	BY THE WAY	OMG	OH MY GOD
FYI	FOR YOUR INFORMATION	OTOH	ON THE OTHER HAND
IMHO (OR IMO)	IN MY HUMBLE OPINION	PM	PRIVATE MESSAGE (AS IN "PM ME")
AFAIK	AS FAR AS I KNOW	THX	THANKS
BRB	BE RIGHT BACK	NP	NO PROBLEM
		CYA	SEE YOU LATER

FORWARD AND REPLIES



This can be a tricky area to navigate, since different people have different responses to email clutter.

It's common for funny emails, sites and comments to be forwarded between friends. Some people enjoy this give and take; others get annoyed at their Inboxes being cluttered with jokes and email forwards.

A good rule of thumb is that if somebody forwards you a joke email then they're OK with the idea of email forwards. If you find something online that you think they'd enjoy, feel free to send it to them and anybody else who's happy with email forwards. If somebody doesn't tend to participate in these kinds of forwards, it's best to leave them out. Otherwise they might start to get annoyed at you for sending them all that email!

If this all seems to confusing for now, don't worry. More exposure to email will familiarise you with its quirks and conventions, and most people are pretty understanding. For example, it's not wrong to start an email with **Dear**, just a little strange.

SUMMARY

By now you should be pretty close to mastering the art of group emails. At the end of this workshop you should be able to:

TIME

10 minutes

RECAP



- ▶ Create an email account (not that you have to – you can keep on using the one you created here)
- ▶ Read emails that have been sent to you
- ▶ Compose an email, including filling in the recipient's email address, subject line and email contents
- ▶ Reply to somebody else's email
- ▶ Forward an email onto a third party.

USEFUL WEBSITES



Gmail: **mail.google.com**. Google Mail (Gmail), is one of a number of free, web-based email services you can find online. It's very simple to set up an email account.

Gmail support: **support.google.com/mail/**. This includes guides on how to use all the features of Gmail, as well as how to set up a dedicated email program like Outlook or Mozilla Thunderbird to access Gmail.

Mozilla Thunderbird: **www.mozilla.org/thunderbird/**. A standalone email program. It saves you from having to start up a web browser to access your email, but can be a little technical to set up.

Hotmail: **www.hotmail.com**

Yahoo Mail: **mail.yahoo.com**

Inbox.com: **www.inbox.com**

Windows Live Mail: **www.live.com**

GLOSSARY



TERM	EXPLANATION
BODY	The main (letter) part of an email.
BCC	Blind carbon copy. A CC (see below) that is sent without the primary recipient knowing about it.
CC	Carbon copy. To send a copy of an email to somebody who is not the primary recipient.
EMAIL	An electronic message that is sent over the internet or a private computer network.
EMAIL ADDRESS	The unique address of an email recipient. It looks something like mary@mycompany.com.au.
FIELD	A box on the screen that you type information into.
FORWARD	Sending an email you've received on to somebody else.
GMAIL	A free web-based email service.
GROUP	A collection of email contacts.
GROUP MAIL	An email that is sent to multiple recipients.
INBOX	Where new incoming emails appear.
INTERNET SERVICE PROVIDER (ISP)	A company that provides access to the internet, for example BigPond is an ISP.
OPEN (EMAIL)	Clicking on an email to see its full contents.
REPLY	An email sent in response to a previous email.
REPLY TO ALL	A reply that goes to every recipient of the original email.
SUBJECT	A special field containing the topic of an email.

VICTORIAN TECH SAVVY SENIORS

Everyone can benefit from being connected and online irrespective of their age, income, ability or geographical location. The Victorian Tech Savvy Seniors Program is a Seniors Card Age Friendly Partners Program in partnership with Telstra.

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